

Private and Confidential

Ms Casey Bond
Sherrington Park Medical Practice
402 Mansfield Road
Nottingham
NG5 2EJ

**Friends and Family Test
Report**

Sherrington Park Medical Practice

February 2020





Ms Casey Bond
Sherrington Park Medical Practice
402 Mansfield Road
Nottingham
NG5 2EJ

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 01392 927005
f: 01392 927230

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

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Dear Ms Bond

The report to follow outlines your results from the Friends and Family Test. This report is based on the feedback from 29 patient questionnaires in February 2020.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=237009>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your results.

I hope the report forms a useful basis for reflection on the service provided to patients.

Yours sincerely

CFEP UK Surveys Reports Team

Your patient feedback

Frequency and distribution of ratings for the Friends and Family Test question (table 1, graph 1)	P1
Cumulative and previous survey information (table 2)	P2
Patient comments	P2
Patient demographics	D1

Supporting documents

Additional information on the Friends and Family Test
Sample patient questionnaire

Frequency and distribution of ratings for the Friends and Family Test question

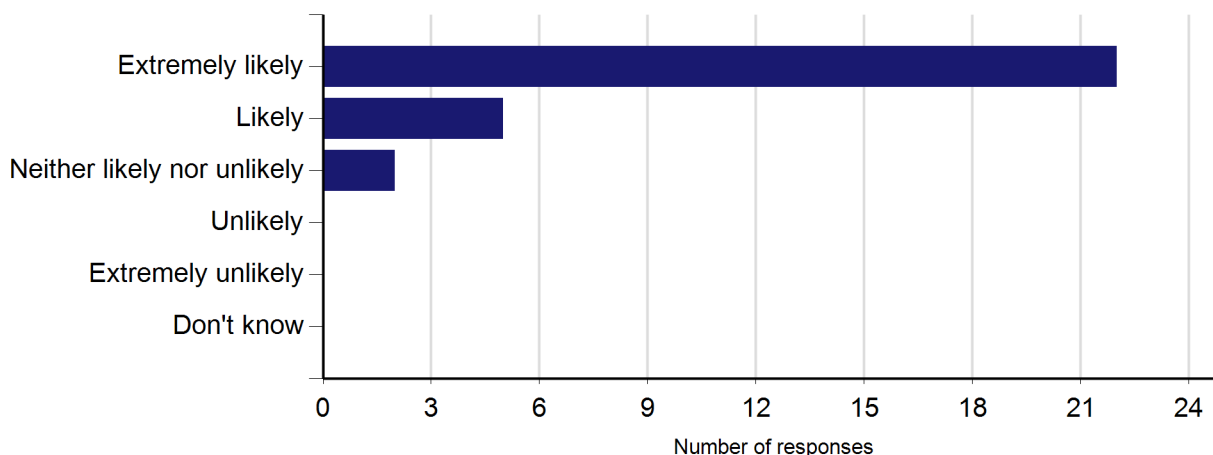
How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Table 1

Criteria category for scoring	Response scale	Number of responses	Percentage of responses*
Promoters	Extremely likely	22	76%
Passive	Likely	5	17%
Detractors	Neither likely nor unlikely	2	7%
	Unlikely	0	0%
	Extremely unlikely	0	0%
	Don't know	0	0%
Total responses to this question		29	100%

* May not add up to 100% due to rounding

Graph 1



93% of patients who responded to the survey would be either extremely likely or likely to recommend your practice to friends and family if they needed similar care or treatment.

The sum of the 'Extremely likely' and 'Likely' percentage of responses in Table 1 may not equal the percentage in the grey box above due to rounding.

Of those 29 patients who answered the Friends and Family Test question, 29 (100%), filled out a paper questionnaire and 0 (0%), completed a questionnaire online.

Cumulative and previous survey information

Table 2

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Frequency and distribution of ratings					
			Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Cumulative feedback*	310	96%	225	74	8	1	1	1

*This cumulative feedback is based on the sum of the previous months survey data, as below (up to a maximum of 12 months).

	Total responses to Q1	Percentage of patients extremely likely or likely to recommend	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Feb-20	29	93%	22	5	2	0	0	0
Jan-20	25	100%	13	12	0	0	0	0
Dec-19	26	96%	20	5	1	0	0	0
Nov-19	31	87%	20	7	2	1	1	0
Oct-19	26	100%	21	5	0	0	0	0
Sep-19	22	100%	13	9	0	0	0	0
Aug-19	25	92%	17	6	1	0	0	1
Jul-19	22	100%	16	6	0	0	0	0
Jun-19	29	97%	21	7	1	0	0	0
May-19	24	100%	19	5	0	0	0	0
Apr-19	24	100%	20	4	0	0	0	0
Mar-19	27	96%	23	3	1	0	0	0

Patient comments

The following comments are from patients who indicated that they were happy for these to be made public.

All comments are included in their entirety but all attempts have been made to remove details which could identify specific patients or practitioners.

Please tell us why you answered as you did in question 1:

- I like it here.
- Always willing to go extra mile with emergency appointments due to my condition and very nice staff.
- It's nice to finally have a doctor who cares about what I am going through. I feel listened to.
- Amazing doctors! Outstanding care!
- I have mixed feelings, although the doctors are lovely and great one senior member of staff is rude and unkind, they left me feeling not listened to and dismissed. Get rid of them and I would recommend this place to everyone.
- Very happy with the service and GP.
- Been with the practice for many years. Very happy.
- You've kept me alive and well all these years. I'd keep coming back to this surgery even if I moved to Leeds.
- Good practice. Receptionists very helpful. Appointments available daily. Nurse excellent. Doctor excellent - listens and takes time to understand.
- Good at getting appointments arranged at short notice, friendly staff, local. My doctor is very good. Nice surgery.
- Excellent service from whole team. Appointments easy to get. Friendly.
- Excellent all round.
- Because I am new to the GP practice.

Please tell us why you answered as you did in question 1:

- GP and general care are excellent. Over the years have accessed the GP and nurse every interaction had been common sense. Always able to get emergency appointments when needed and introduction of evening appointments is most helpful.
- Friendly service. Good range of times for appointments (including before work).
- Always received prompt appointments, good care, very pleased.
- I find the practice efficient and welcoming. All staff are very thorough in approach. One doctor is very attentive to all that is said and is very clear in describing medication. Nursing staff are very friendly and supportive.
- I am very happy with the service. Far better than my previous GP practice.
- Professional and caring members of staff.
- Was able to get a same-day appointment and always can.
- I receive good quality advice and support, I can usually see a staff member when I need to and I feel any follow-ups are timely and consistent.
- Knowledgeable and friendly reception. Understanding when trying to get appointments. Personal approach from GP and all surgery staff. One doctor has fantastic bedside manner and is supportive. Staff and GP have a background of medical and social issues.
- In my experience this practice has treated me very well the staff are all very helpful.
- My friends and family live in this area and are already registered, however the staff are friendly and the atmosphere is pleasant and caring.
- Very good service from reception to advice and treatment. The personal interaction and understanding of medical conditions is especially valued. Always calm, efficient and effective working atmosphere.

Demographics

Q3: Gender

	Number of responses	Percentage of responses*
Male	11	38%
Female	18	62%
Blank	0	0%

* May not add up to 100% due to rounding

Q4: Age

	Number of responses	Percentage of responses*
0 - 15	0	0%
16 - 24	5	17%
25 - 34	4	14%
35 - 44	8	28%
45 - 54	2	7%
55 - 64	4	14%
65 - 74	5	17%
75 - 84	1	3%
85+	0	0%
Blank	0	0%

* May not add up to 100% due to rounding

Q5: Ethnic group

	Number of responses	Percentage of responses*
White	20	69%
Mixed/Multiple ethnic groups	1	3%
Asian/Asian British	2	7%
Black/African/Caribbean/Black British	4	14%
Other ethnic group	1	3%
Blank	1	3%

* May not add up to 100% due to rounding

Q6: Day-to-day activities limited because of health?

	Number of responses	Percentage of responses*
Yes, limited a lot	2	7%
Yes, limited a little	5	17%
No	17	59%
Prefer not say	2	7%
Blank	3	10%

* May not add up to 100% due to rounding

Supporting documents

Additional information on the Friends and Family Test

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices.

Practices can use the feedback gathered through the FFT to celebrate successes and to support staff to make improvements where the experience of service does not live up to expectations. FFT results are also one useful source of information which can help to inform choice for patients and the public.

More information and guidance about the use of the FFT in the NHS can be found at <http://offlinehbpl.hbpl.co.uk/NewsAttachments/PGH/FFT.pdf> and <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf>.

Friends and Family Test



Example

You can help this general practice improve its service

- This practice would welcome your honest feedback
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included in their entirety but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

We would like you to think about your recent experience of our service

1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

Extremely likely Likely Neither likely nor unlikely Unlikely Extremely unlikely Don't know

2 Please tell us why you answered as you did in question 1

Please select this box if you DO NOT wish your comments to be made public

3 Are you:

Male Female

4 What age are you?

0 – 15 16 – 24 25 – 34 35 – 44 45 – 54

55 – 64 65 – 74 75 – 84 85+

5 What is your ethnic group?

White Mixed/Multiple ethnic groups Asian/Asian British

Black/African/Caribbean/Black British Other ethnic group

6 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (include any issues/problems related to old age)

Yes, limited a lot Yes, limited a little No Prefer not to say

Thank you for your time and assistance

